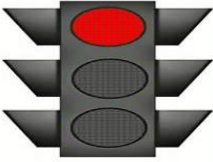



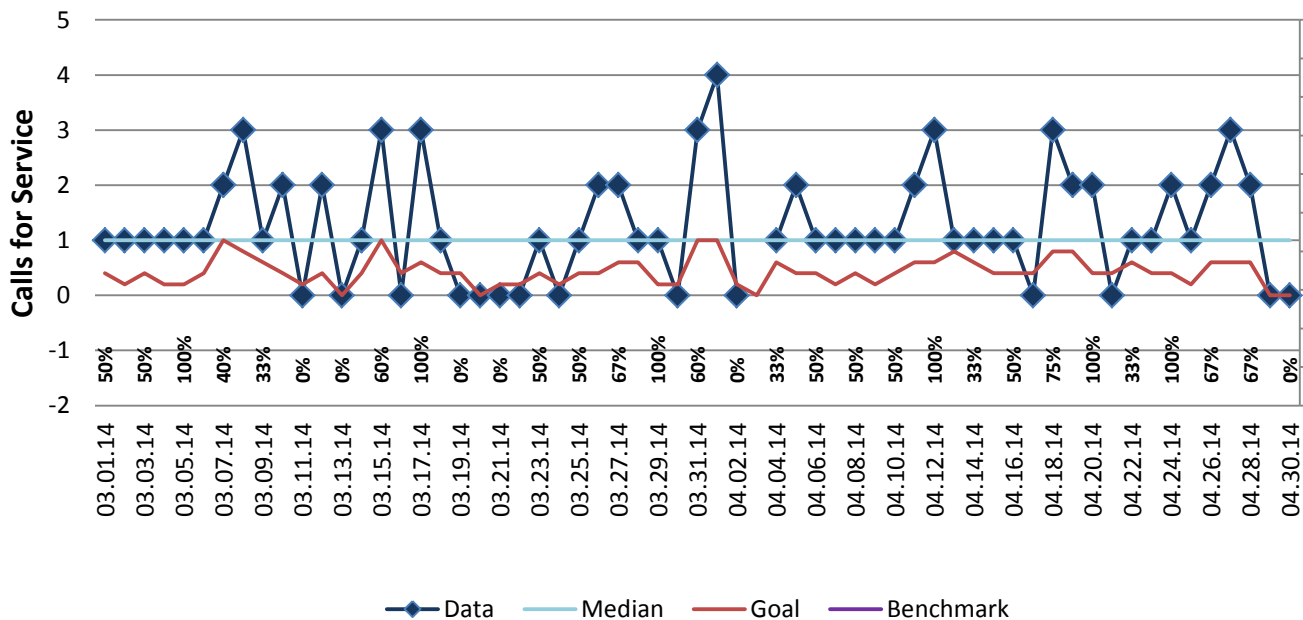
EMS 'ECHO' LEVEL - PICKUP TO DISPATCH IN 75 SECONDS

Emergency Management Agency

5/19/2014

Measurement method		Why measure?		What is our goal?	
The number of Echo Level Calls that were not dispatched from 911 Dispatch to an EMS unit in 75 seconds		To enable the most efficient and correct response possible to emergency calls		Dispatch 20% or less EMS ECHO calls in more than 75 seconds	
How are we doing?					
03.31.14-04.30.14 1 Month Goal	03.31.14-04.30.14 1 Month Total		04.30.14 Goal	04.30.14 Actual	
14	43		0	0	
Calls for Service	Calls for Service		Calls for Service	Calls for Service	
			Performance Stoplight Key		
			Red Light = Off Goal		
			Yellow Light = Approaching Goal		
			Green Light = Meets Goal		
			No Lights = No Goal/No Data		

EMS 'ECHO' LEVEL - PICKUP TO DISPATCH IN 75 SECONDS



LOUISVILLE METRO
OFFICE OF
PERFORMANCE
IMPROVEMENT

